

**CITY OF ATLANTA  
REQUEST FOR PROPOSAL**

Sealed proposals for **FC-7715-04, Help Desk Management System** will be received by the Chief Procurement Officer or designated staff of the Department of Procurement (“**DOP**”), Suite 1790, 55 Trinity Avenue, S.W., City Hall South, Atlanta, Georgia 30303, which must be time stamped **no later than 1:59 P.M., Wednesday, July 28, 2004.**

**\*\*ABSOLUTELY NO PROPOSALS WILL BE ACCEPTED AFTER 1:59 P.M.\*\***

**THIS PROJECT IS AN ELIGIBLE BIDDER PROJECT AS DEFINED IN §2-1443 OF THE ATLANTA CITY CODE OF ORDINANCES AND NO PROPOSALS SHALL BE ACCEPTED UNLESS THE PROPOSALS ARE SUBMITTED BY AN ELIGIBLE BIDDER AS APPROVED BY THE OFFICE OF CONTRACT COMPLIANCE.**

The Local Bidder Preference Program is applicable to this project. In order to be approved as a Local Bidder and receive a bid preference on an eligible local project, the application for approval as a local bidder and all supporting documents must be received by the DOP no later than thirty (30) days prior to the date proposals are received on such eligible project.

**Proposals will be publicly opened and read at 2:00 P.M. in Suite 1900, 1st Floor, 55 Trinity Avenue, S.W., City Hall South, Atlanta, Georgia.**

**Scope of Work:** The City of Atlanta (the “**City**”) is seeking proposals from qualified proponents to provide software and installation services to the City for a computer help desk and support system. The City seeks an information technology service management solution that meets the business and technical needs of the Department of Information Technology.

**A Pre-Proposal Conference** will be held on **Tuesday, July 6, 2004, at 10:00 a.m.**, in the Conference Room of DOP. The purpose of the Pre-Proposal Conference is to provide the proponents with information regarding the project and to address any questions and concerns. There will be City representatives from the Department of Information Technology to address the technical requirements, DOP to address questions about the procurement process, the Office of Contract Compliance to address the Equal Business Opportunity and Equal Employment Opportunity Requirements, and the Office of Risk Management to address any bonding/insurance requirements. Proponents are urged to attend the Pre-Proposal Conference to obtain general information regarding the solicitation document.

General instructions, plans and/or specifications for submitting Proposal packages for this project will be available for review/purchase at a cost of **\$25.00** as of **Monday, June 28, 2004** between the hours of 8:15 a.m. - 5:00 p.m., in the DOP’s Plan Room, Suite 1900, 1st Floor, 55 Trinity Avenue, S.W., City Hall South, Atlanta, Georgia. Payment for the documents represents production costs; and therefore, is non-refundable.

If you have any questions regarding this project, please contact Shannon Burton, Contracting Officer, at (404) 330-6988, or by e-mail at [SBurton@AtlantaGa.Gov](mailto:SBurton@AtlantaGa.Gov). Any questions regarding the procedure for purchasing a copy of the document, or obtaining a copy of the plan holders list, should be directed to the Plan Room at (404) 330-6069.

If you have any questions regarding the Eligible Bidder Program, please direct them to the Office of Contract Compliance at (404) 330-6010.

The City reserves the absolute right to reject any and all Proposals and to waive any technicalities.

**\*\*\*The bid/proposal document cannot be downloaded. The bid/proposal document must be purchased in the Department of Procurement Plan Room.\*\*\***